GOVERNMENT OF INDIA
PERSONNEL,PUBLIC GRIEVANCES AND PENSIONS
LOK SABHA

UNSTARRED QUESTION NO:3116
ANSWERED ON:23.12.2003
CITIZEN CHARTERS
PAWAN KUMAR BANSAL

Will the Minister of PERSONNEL,PUBLIC GRIEVANCES AND PENSIONS be pleased to state:

(a) whether various Ministries and public Sector Undertakings have not yet issued citizens charter;

(b) if so, the reasons therefor;

(c) the Ministries/Departments/PSUs who have issued such charters so far; and

(d) the steps taken to implement the same for ensuring transparency, accountability and a hassle free interface with the citizens?

Answer

MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS AND MINISTER OF STATE IN THE MINISTRY OF PERS(PUBLIC GRIEVANCES AND PENSIONS (SHRI HARIN PATHAK)

(a) to (c) : As a result of the sustained efforts of the Government, 25 Central Government Ministries have brought out 95 citizens charters so far. The list of the citizens charters formulated by various Central Government Ministries/Departments/Organisations/Public Sector Undertakings is at Annex.

Formulation of citizens charters is an on-going exercise involving consultations with all stakeholders including customers/clients of the organisations and involves the following steps -

(i) identification of all stakeholders/clients and services/products provided by the organisation;

(ii) determining standards of outputs/services;

(iii) preparation of draft citizen`s charter and circulation amongst stakeholders and staff;

(iv) modification of draft charter to include suggestions, etc.;

(v) consideration /approval by `Core Group on Citizen`s Charter`;

(vi) modification of charter to include suggestions etc. of Core Group;

(vii) seeking approval of Minister-in-charge; and

(viii) issue/release/publishing of the charter in public domain.

(d) The Government has taken a number of steps to ensure effective formulation and implementation of the Citizen`s Charters for ensuring transparency, accountability and hassle-free interface with the citizens. These include
(i) organisation of regional seminars on citizen`s charters with a view to bring national and state level organisations along with their stakeholders on the same platform to share experiences in the formulation and implementation of citizen`s charters;
(ii) organisation of capacity building workshops on citizen`s charters with focus on formulation/ implementation of citizen`s charters;
(iii) organisation of workshops to develop trainers and training modules on citizen`s charters for state training institutes and Civil Services Staff Colleges;
(iv) review of implementation of selected citizen`s charters so as to improve their effectiveness;
(v) developing a comprehensive website (www.goicharters.nic.in) containing citizen`s charters issued by various Central Government Ministries/Departments/ Organisations/ PSUs and providing useful information/ data and links to assist organisations to formulate their charters; and

(vi) conducting a hand-holding exercise for exemplary implementation of citizen`s charters in public sector banks with the objective of building a model of excellence in implementation of citizens charters which has been documented and circulated amongst other government organisations for replication.

Annex referred to in reply to Lok Sabha Unstarred Question Diary No.3116 raised by Shri Pawan Kumar Bansal regarding Citizen`s Charter to be answered on 23 December, 2003.

List of Citizen`s Charters formulated by Central Government Ministries/ Departments/ Organisations/ PSUS

I. Ministry of Agriculture

1. Department of Agriculture and Cooperation

II Ministry of Agro and Rural Industries

2. Coir Board

3. Khadi and Village Industries Commission

III Ministry of Civil Aviation

4. Air India (Ministry of Civil Aviation)

IV Ministry of Commerce and Industry

5. Department of Industrial Policy and Promotion
6. Directorate General of Supply and Disposal

7 National Test House

8. Office of Chief Controller of Accounts (Supply)

9. Department of Commerce
10. Export Credit Guarantee Corporation of India Limited

V Ministry of Communications

11. Department of Telecommunications
12. Department of Posts

VI Ministry of Consumer Affairs, Food and Public Distribution

13. Citizen`s Charter for the Targeted Public Distribution System (TDPS)
14. Department of Consumer Affairs

VII Ministry of Defence

15. Department of Defence Research and Development

VIII Ministry of Environment and Forests

16. Ministry of Environment and Forests

IX Ministry of External Affairs

17.Passport Division, Ministry of External Affairs

X Ministry of Finance and Company Affairs

18.Taxpayers` Charter - CBDT
19. Central Board of Excise and Customs (CBEC)
20. Life Insurance Corporation of India
21. General Insurance Corporation of India
22. Oriental Insurance Corporation
23. Department of Company Affairs

Reserve Bank of India

24. Exchange Control Department
25. Department of Government and Bank Accounts
26. Citizen`s Charter on Exchange Facilities

Public Sector Banks

27. Allahabad Bank
28. Andhra Bank
29. Bank of Baroda
30. Bank of India
31. Bank of Maharashtra
32. Canara Bank
33. Central Bank of India
34. Corporation Bank
35. Dena Bank
36. Indian Bank
37. Indian Overseas Bank
38. Oriental Bank of Commerce
39. Punjab National Bank
40. Punjab and Sind Bank
41. State Bank of Bikaner and Jaipur
42. State Bank of Hyderabad
43. State Bank of India
44. State Bank of Indore
45. State Bank of Mysore
46. State Bank of Patiala
47. State Bank of Saurashtra
48. State Bank of Travancore
49. Syndicate Bank
50. Uco Bank
51. Union Bank of India
52. United Bank of India
53. Vijaya Bank

XI Ministry of Food Processing Industries

54. Ministry of Food Processing Industries

XII Ministry of Health and Family Welfare

55. Model Charter for Public Hospitals to be adopted suitably for each Hospital

56. Charter for Dr. R.M.L. Hospital, New Delhi
57. Charter for Safdarjang Hospital, New Delhi
58. Charter for Smt. Sucheta Kriplani Hospital, New Delhi
59. Central Research Institute, Punjabi Bagh, New Delhi
60. Morarji Desai National Institute of Yoga, New Delhi

XIII Ministry of Information and Broadcasting

61. Registrar of Newspapers of India (RNI)

XIV Ministry of Personnel, Public Grievances and Pensions

62. Department of Administrative Reforms and Public Grievances

63. Central Civil Services Cultural and Sports Board
64. Griha Kalyan Kendra

XV Ministry of Petroleum and Natural Gas

65. Ministry of Petroleum and Natural Gas

XVI Ministry of Power

66. Power Finance Corporation Limited
67. Rural Electrification Corporation Limited
68. Central Power Research Institute
69. Central Electricity Authority
70. Power Grid Corporation of India Limited
71. Bhakra Beas Management Board
72. Sutlej Jal Vidyut Nigam Limited

XVII Ministry of Railways

73. Indian Railways

XVIII Ministry of Road Transport and Highways

74.Ministry of Road Transport and Highways

XIX Ministry of Rural Development

75. Council for Advancement of People`s Action and Rural Technology (CAPART)

XX Ministry of Small Scale Industries

76. Department of Small Scale Industries and Agro and Rural Industries
77. Office of the Development Commissioner (SSI)
78. National Small Industries Corporation

XXI Ministry of Science and Technology

79. Department of Bio-Technology
80. Department of Science and Technology

XXII Department of Space

81. Department of Space

XXIII Ministry of Textiles

82. Office of the Development Commissioner for Handlooms
83. Central Wool Development Board, Jodhpur
84. Jute Manufacturers Development Council, Kolkatta
85. Textiles Committee
86. Central Silk Board, Bangalore
87. The Jute Corporation of India Limited, Kolkata
88. Cotton Corporation of India Limited
89. National Centre for Jute Diversification

XXIV Ministry of Urban Development

90. Delhi Development Authority
91. Central Public Works Department
92. Directorate of Estates
93 Land and Development Office
94. Directorate of Printing.

XXV Ministry of Youth Affairs and Sports

95. Ministry of Youth Affairs and Sports